Position Description

Pathology Collector Grade 2

Classification:	Pathology Collector Grade 2 (IN24)
Business unit/department:	Pathology
Work location:	Shepparton and surrounds Regional
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Part-Time
Hours per week:	25.25
Reports to:	Collection Supervisor
Direct reports:	N/A
Financial management:	N/A
Date:	October 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

This position requires relevant experience in Pathology Collection processes and customer service together with a general knowledge of Pathology.
The Pathology Collector is to ensure that specimen integrity is maintained, and patient care is not compromised. Collection services has to always maintain the highest level of service to our patients and clients.

About the Pathology Department

Austin Health Pathology is a dynamic and growing department within Austin Health, dedicated to delivering high-quality diagnostic services across metropolitan Melbourne and

regional Victoria. We proudly support Austin Health, the Mercy Hospital for Women, and a wide network of GPs and specialists.

We are currently expanding into the Hume and Loddon Mallee regions, strengthening our presence and accessibility in regional communities through a network of laboratories, collection centres and point-of-care services.

Our accredited laboratories provide a full range of diagnostic services—from routine testing to complex investigations—supported by expert advice and a strong commitment to research, education, and innovation.

As a university teaching hospital, we offer rich opportunities for learning and collaboration. Our team contributes to formal education programs for students and actively participates in research, development, and clinical trials.

Our regional laboratories deliver core pathology services tailored to meet the needs of their local communities, with the backing and support of our main 24/7 laboratory at the Heidelberg campus, which offers a full suite of diagnostic capabilities including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology, and Molecular Diagnostics.

This period of growth marks a significant chapter for Austin Health Pathology. We are proud to be strengthening our services and continuing to advance diagnostic care across Victoria

Position responsibilities

- Participate in rotating rosters, training and competencies as required.
- Be accountable to the Pathology Collection Manager/Supervisor/Team Leader for all professional collection-related issues.
- Maintain professional standards of dress, behaviour, and courtesy when dealing with Hospital staff, patients and clients.
- Ensure that excellent customer service/privacy and confidentiality is always maintained to our patients, clients and other staff.
- Perform adult & paediatric bleeds and specimen collections, attend ward rounds, Home Visits, ECGs and other specific tasks such as, point of care, blood fridge monitoring, daily stats, stock ordering as required and according to Austin Pathology standard operating procedures.
- Ensure safety standards required are met at all times. Report and deal with any incidents according to Austin Health policy.
- Ensure that all patients are correctly identified following Austin Pathology protocols set to be in line with NATA requirements.
- Ensure that requests are complete and include all relevant patient identity and demographic data, doctor name, as well as clearly identifying the tests required.
- Ensure that adequate supplies of consumables are available and that the work environment is clean and appropriately maintained.
- Minimise patient/client waiting time and inconvenience.
- Take responsibility for ensuring completion and monitoring all workload recording on the appropriate daily activity worksheets.

- Monitor and maintain equipment as required.
- Partake in audits, trials or other quality activity as required.
- Maintain responsibility for own professional development.
- Assist in the training, assessment and development of nursing students, enrolled nurses and others as required.
- Ensure that all procedures and protocols are followed in accordance to ISO:15189 and NPAAC requirements.
- Rotate throughout Austin Collection Centre's, both internal and external as necessary.
- Undertake other duties as required to enhance the performance and expansion of the service.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Together We Achieved, We Bring Our Best, Our Actions Show We Care, We Shape The Future
- Excellent communication skills and customer service skills.
- Excellent computer skills, willingness to learn new systems as required
- Displays commitment and enthusiasm for the job. A strong work ethic.
- Appropriate qualifications. A minimum of a Certificate III in Pathology Collection and/or relevant industry experience.
- Experience and expertise in all aspects of pathology collection.
- Demonstrated ability to function autonomously within the work environment.
- Ability to take direction and responsibility as delegated.
- Able to work well with others.

Desirable but not essential:

- A sound understanding of information technology including clinical systems and applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Driver's Licence
- Certificate III in Pathology

Professional qualifications and registration requirements

- Certificate III in Pathology and/or equivalent industry experience

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or

Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.